



**USB-C™ Multiport Travel Dock
with Dual 4K HDMI
and 60W Power Delivery**

for Windows computers

Model 201056



Check for Thunderbolt 3 driver information at
kb.cablematters.com

User Manual

email: support@cablematters.com

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1. Introduction

1.1 Introduction

Thank you for your purchase from Cable Matters® Inc., the 'Reliable Connectivity' company. This User Manual provides an overview of the features and installation of the

USB-C™ Multiport Travel Dock with Dual 4K HDMI & PD

Please read these instructions carefully before connecting, operating or configuring this product. Please keep this user manual for future reference.

Contact support@cablematters.com for questions or product support.

1.2 Copyright and Trademarks

Specifications are subject to change without notice. Cable Matters is a registered trademark or trademark of Cable Matters Inc. All rights reserved. All other trademarks are the property of their respective owners.

Thunderbolt and the Thunderbolt Logo are trademarks of Intel Corporation in the U.S. and/or other countries. USB Type-C™ and USB-C™ are trademarks of USB Implementers Forum. HDMI, the HDMI logo, and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing, LLC in the United States and/or other countries.

1.3 FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: 1) This device must not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.

2. Product Overview

2.1 Package Contents

Please check that the following items are contained in the package:

1 x USB-C Multiport Travel Dock with Dual HDMI and PD

1 x User Manual (available as a PDF from cablematters.com)

2.2 Product Description

The Cable Matters® USB-C™ Multiport Travel Dock with Dual 4K HDMI and 60W Power Delivery is an essential companion for a Windows computer with a USB-C or Thunderbolt™ 3 port. Connect a USB peripheral device, an Ethernet network, and two displays with HDMI. Simultaneously charge a laptop while transferring data or viewing video.

2.3 Product Features

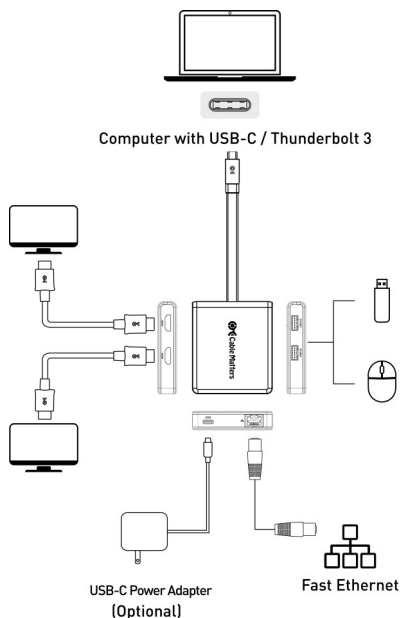
- USB-C™ and Thunderbolt™ 3 port compatible
- Supports a single 4K HDMI display up to 3840 x 2160 @ 60Hz
- Supports two 4K@30Hz or two 2K@60Hz or two 1080@60Hz displays
- Connect to a Fast Ethernet network
- Connect USB peripherals such as a flash drive, keyboard or mouse
- Power and charge a laptop up to 60 watts
- Flexible case for the Dock is removable
- Wrap-around USB-C cable tail inserts clicks into the case
- Protective tethered cap on the USB-C connector

2.4 System Requirements

| | |
|------------------------|---|
| Computer | USB-C™ or Thunderbolt™ 3 computer port |
| Supported OS | Windows 10 |
| Display: | HDMI input ports and HDMI cables |
| Fast Ethernet Network: | Router with an RJ45 port and RJ45 patch cable |
| USB 2.0 | USB Type-A cable to connect a peripheral device |
| Power Delivery 2.0/3.0 | USB-C charger and cable |

3. Connection and Operating Instructions

3.1 Application Diagram



Note: All cables to connect to the Dock are sold separately

- Connect to a Fast Ethernet network
- Connect two USB 3.0/2.0 peripheral devices
- Connect two displays with HDMI input
- Connect a USB-C charger to charge a laptop while in use

3.2 Connecting the Multiport Dock to a computer with Power Delivery

The Multiport Dock can be connected to a USB-C charger to provide power to the Dock or charge a laptop while in use (with PD equipped computers).



Connect the Dock to a USB-C charger for the best performance

Installation Instructions

- 1) Test with a fully charged laptop
- 2) Connect HDMI and Ethernet cables **BEFORE** connecting the Dock
- 3) Connect a USB-C charger to the PD port of the Dock
- 4) Connect the Dock to a USB-C port on the computer
- 5) Look for the charging indicator on your computer (must have PD support)

Troubleshooting Tips (for charging a laptop)

- Check that the blue LED on the Dock is lit
- USB-C Power Delivery must be supported by your computer for charging
- USB-C charger and cable must be rated for USB-C PD 2.0/3.0
- Dock can only charge up to 60 watts (some computers require more)
- Use the USB-C charger/cable that came with the laptop for the best performance

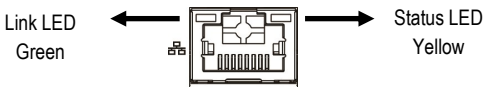
Important Notes: (when using the PD power port)

- Do NOT disconnect power to the Dock while in use or it may interrupt the video, Ethernet, or USB functions

Steps if the connected display or Ethernet function is not working:

- 1) Unplug the Dock
- 2) Unplug the Adapter and reboot the computer
- 3) Reconnect the Adapter and cables to the computer
- 4) Check the PD connection to the USB-C charger
- 5) Check that the HDMI and Ethernet cables are securely connected

3.3 Connecting to a LAN or Router



Installation Instructions

- 1) Connect an RJ45 Ethernet patch cable to the Dock
- 2) Connect the patch cable to a LAN or router port
- 3) Connect the Dock PD port to power for the best performance
- 4) Connect the Dock to a USB-C port on the computer
- 5) Check the documentation of your router to configure network access
- 6) Link and Status LEDs should blink to indicate a live connection

Troubleshooting Tips

- Disconnect all cables, reboot the computer, and reconnect everything
- Check that the Link and Status LEDs are lit
- Turn off all wireless connections from the computer
- Update the USB-C drivers from the computer manufacturer
- Test the patch cable with a different device
- Gigabit Ethernet speed is NOT supported, only Fast Ethernet speed

Check if the Adapter is recognized in Windows

Search *Device Manager* > Click on: *Universal Serial Bus devices* > *Cable Matters USB-C Multiport Adapter*

3.4 Connecting Displays with HDMI

Installation Instructions



- 1) Connect HDMI cables (sold separately) to the Dock
- 2) Connect the cables to the HDMI input of the displays
- 3) Connect the Dock PD port to a charger for the best performance
- 4) Connect the Dock to a USB-C port on the computer
- 5) Select the HDMI video and audio input from the display menu
- 6) Select the audio output from the computer (optional)

Troubleshooting Tips

- Disconnect all cables, reboot the computer, and reconnect
- 4K video resolution requires a 4K-rated source, cable, and monitor
- Check that your computer supports an external video monitor
- Check for updated video graphics drivers from the computer manufacturer
- Try a different USB-C port, if possible
- Test with an HD (not 4K) display, if possible

| Video Resolution | # of Displays |
|------------------|---------------|
| 1920x1080@60Hz | 2 |
| 2560x1440@60Hz | 2 |
| 3840x2160@30Hz | 2 |
| 3840x2160@60Hz | 1 |

Windows (Duplicate or Extend the Display)

Video: Press Windows Logo + P or

Search *Display* > Click on: *Adjust Resolution*

Audio: Search *Sound* > Click on: *Display Name* > *Set as Default* > *OK*

3.5 Connecting a USB Peripheral Device



USB 2.0



USB 2.0

USB 2.0 data transfer
rate up to 480 Mbps

Installation Instructions

- 1) Connect a USB 2.0 or 3.0 device to the Dock (cables sold separately)
- 2) Connect the Dock PD port to a USB charger for the best performance
- 3) Connect the Dock to a USB-C port on the computer
- 4) USB devices should be recognized after downloading any needed drivers
- 5) Always *Safely Remove* or *Eject* the device before unplugging

Troubleshooting Tips

- Disconnect all cables, reboot the computer, and reconnect everything
- USB 2.0 port will not charge a device such as smartphone
- Test the USB device with a different computer
- Test the USB device with a different USB cable
- USB 3.0 devices will be limited to the USB 2.0 data transfer rate

Contact **support@cablematters.com** with the model numbers and description of your hardware configuration.

3.6 Troubleshooting Tips

- When using Power Delivery to charge a laptop, first connect all the cables and the USB-C charger **BEFORE** connecting the Dock
- Check that your computer recognizes the Dock. The blue LED should be lit.
- Search *Device Manager* > Click on: *Universal Serial Bus devices* > *Cable Matters USB-C Multiport Adapter*

Cabling

- Check that all cable and Dock connections are secure
- Test any connected cables with different equipment
- 4K HDMI video resolution requires a 4K-rated cable

Computer/Host Source

- Test with a fully charged computer and the PD port connected to power
- Try different video resolution and refresh rates supported by the display
- Check the HDMI audio output from the *Playback Devices* on the taskbar
- Verify that the HDMI audio is not muted
- Test with a different USB-C port, if possible
- Disconnect all cables, reboot the computer, and reconnect everything
- Check for updated BIOS, firmware and software drivers from the computer manufacturer

Connected Display

- Select the HDMI input from the display menu
- Adjust the audio level from the display menu
- Test with an HD (not 4K) display, if possible
- Only one 4K@60Hz display is supported. Two 4K@30Hz displays or two 2K@60Hz displays or two 1080@60Hz displays are supported.
- 4K HDMI video resolution requires a 4K-rated display

For more information about configuring dual 4K displays updating Thunderbolt 3 drivers go to: [**http://kb.cablematters.com**](http://kb.cablematters.com)

Contact [**support@cablematters.com**](mailto:support@cablematters.com) with the model numbers and description of your hardware configuration.

4. Technical Specifications

| | |
|-------------------------|--|
| Host Connector: | USB Type-C Male |
| Network Port: | RJ45 8P/8C 568-B Female |
| USB Ports: | 2 x USB 2.0 Type A Female |
| Video Port 1: | HDMI 19-Pin Female |
| Video Port 2: | HDMI 19-Pin Female |
| Power Port: | USB-C 24-Pin Power Delivery 3.0 |
| OS Support | Windows 10 |
| HDMI Resolution Support | Up to 3840 x 2160 @ 60Hz (One-4K@60Hz or Two-4K@30Hz) |
| HDMI Audio Support | 8-Ch LPCM, compressed audio. |
| Dock Housing + Case | 3.4 x 2.9 x 1.1 Inches / 4.7 Ounces |
| Cable Tail Length: | 6 Inches |
| Compliance | C E, FCC |
| Warranty: | Limited One-Year |

Note: Specifications are subject to change without notice

5. Warranty and Support

5.1 Customer Support and Contact Information

Cable Matters offers lifetime technical support as an integral part of our commitment to provide industry leading solutions.

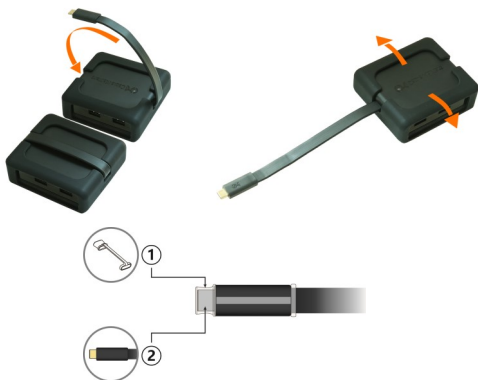
Email us with any questions at support@cablematters.com.

5.2 Warranty Information

This product is backed by a limited one-year warranty. The warranty covers parts and labor costs only. Cable Matters does not warrant its products from defects or damages arising from misuse, abuse, or normal wear.

5.3 Limitation of Liability

In no event shall Cable Matters Inc. (including their officers, directors, employees or agents) be liable for any damages (whether direct or indirect, special, punitive, incidental, consequential, or otherwise), loss of profits, loss of business, or any pecuniary loss, arising out of, or related to the use of this product exceeding the actual price paid for the product (as allowed by state law).



View compatible products at www.cablematters.com



Cat 6 Ethernet Patch Cable

Model 160021



Ultra-Slim 4K HDMI Cable

Model 300018